

5 FAH-2 H-840 REPAIR AND RETURN PROCEDURES

(CT:TEL-12; 03-08-2005)
(Office of Origin: IRM/APR/RG)

5 FAH-2 H-841 REPAIRS AT POST

(CT:TEL-12; 03-08-2005)
(State only)

Use common sense and good judgment to decide the most efficient means to repair equipment used outside *Controlled Access Areas (CAAs)*. Training IPC personnel to properly operate equipment, perform preventive maintenance and emergency first-level maintenance is the most cost-effective method of keeping systems operational. IRM personnel can receive training through the Foreign Service Institute's School of Applied Information Technology (FSI/SAIT) or at the RIMC, and on the job. If IPC personnel cannot resolve a maintenance problem, the ranking IRM officer can request Information Management Technical Specialist (IMTS) support from the RIMC. If the IMTS cannot repair equipment, the IMO must decide the most cost-effective method of restoring the equipment to service. Official alternatives are described below.

5 FAH-2 H-841.1 Repairing Classified Information Processing Equipment (CIPE) at Post

(CT:TEL-12; 03-08-2005)
(Uniform all agencies)

Only cleared U.S. citizens can perform maintenance on classified information processing equipment (CIPE). If cleared U.S. technicians are not able to repair CIPE, the equipment can be returned to a maintenance facility in the United States via the classified pouch for repair/return or replacement (see 5 FAH-2 H-842). In extreme circumstances, the equipment can be broken down into parts to be used as spares for compatible CIPE components. Non-TEMPEST items can be decertified, repaired by FSN staff or a local vendor at post, and used in an unclassified processing environment outside the CAA. Contact IRM/OPS/ITI/TSS (Office of Technical Security and Safeguards) for advice in decertifying specific CIPE items.

5 FAH-2 H-841.2 Unclassified Equipment Outside Controlled Access Areas (CAAs)

(CT: TEL-12; 03-08-2005)
(Uniform all agencies)

Foreign Service Nationals or local vendors can repair unclassified non-cryptographic equipment used outside a CAA. When using local vendors, care must be exercised to ensure that only the proper and requested repairs were performed. During telephone repairs involving the main distribution frame, see specific instructions in 5 FAH-2 H-621.2 for escorting foreign nationals.

5 FAH-2 H-842 RETURN PROCEDURES

(TL: TEL-2; 05-23-2002)
(Uniform all agencies)

All CIPE that cannot be repaired at post must be shipped and returned according to the procedures below to maintain the secure integrity of the equipment. CIPE can be TEMPEST equipment, zoned equipment, or commercial-off-the-shelf (COTS) components that were procured and subsequently handled in accordance with established DS security standards and designated for processing classified information.

5 FAH-2 H-842.1 Shipping Methods for Classified and Unclassified Materials

(TL: TEL-2; 05-23-2002)
(Uniform all agencies)

- a. Field posts should dispatch inoperable equipment used in CAAs via diplomatic courier pouch with the highest classification of information that could be processed with that equipment. Unclassified processing equipment used inside a CAA must be sent SBU NOFORN.
- b. Inoperable equipment used in offices outside a CAA should be sent via unclassified diplomatic pouch.

5 FAH-2 H-842.2 Return Procedures for IRM Program Property

(CT: TEL-12; 03-08-2005)
(State only)

The repair of *Classified Information Processing Equipment (CIPE)*, radio and telephone systems will all be handled in a similar manner, the same process that has been in place for ADP equipment located inside the CAA. Post will send an official telegram to USOFFICE ITECH WASHDC, SECSTATE WASHDC and the appropriate RIMC. This telegram should be assigned TAGS AMTC, ACOA, and KRIM. A slug line must be included for the Customer Service Exchange Activity (IRM/OPS/ITI/LWS/MNT/CSEA), the respective regional bureau, and the cognizant maintenance provider:

CIPE/ADP	-	IRM/OPS/ITI/LWS/MNT
Radio	-	<i>IRM/OPS/ITL/LWS/RPB</i>
Telephone	-	IRM/OPS/ITI/LWS/FPT

The telegram should request a Return Authorization Number (RAN) and provide registry number, model number and serial number of equipment requiring repair. CSEA will then provide the RAN so that post may return the equipment. All equipment should be returned to:

U.S. Department of State
SA-21, IRM/OPS/ITI/LWS/MNT/CSEA
7500 Boston Blvd.
Springfield, VA 22153

Posts must request a RAN prior to returning the equipment. This allows time for LWS to obtain regional bureau clearance for repair or replacement of the faulty equipment. This includes equipment being sent back for warranty repair, since that does incur a handling expense and the regional bureaus must be able to track all expenses.

5 FAH-2 H-842.3 Return Procedures for Diplomatic Telecommunications Service (DTS) Black Transmission Equipment

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

Black transmission equipment installed within the "core area" should be shipped via diplomatic courier pouch to the Communications Repair Facility per "DTS TechReq Instructions." Black transmission equipment installed

outside of the “core area” should be returned via unclassified pouch. Refer to the DTS TechReq Manual to determine what equipment and systems are covered and the procedures to follow in returning this equipment.

5 FAH-2 H-843 FEE-FOR-REPAIR SERVICES

(TL:TEL-2; 05-23-2002)
(State only)

IRM/OPS/ITI/LWS has established fee-for-service procedures for having non-TEMPEST classified and unclassified processing equipment repaired by vendors in the United States. The particular procedures vary according to whether the equipment is covered by a manufacturer or vendor’s warranty.

5 FAH-2 H-844 THROUGH H-849 UNASSIGNED